MISSION
The California Department of Managed Health Care protects consumers’ health care rights and ensures a stable health care delivery system.

CORE VALUES
Integrity • Leadership • Commitment to Service

GOALS & OBJECTIVES

GOAL 1: EDUCATE AND ASSIST CALIFORNIA’S DIVERSE HEALTH CARE CONSUMERS
• Equip consumers with useful tools to help them meet their health care needs
• Provide vital, timely and effective assistance to California’s diverse health care consumers
• Increase understanding of the Department’s role in ensuring consumers get the care they need

GOAL 2: CULTIVATE A COORDINATED AND SUSTAINABLE HEALTH CARE MARKETPLACE
• Keep pace with rapid health care marketplace changes and innovations
• Increase the transparency of health care cost, quality and access
• Improve the performance of the health care marketplace

GOAL 3: REGULATE FAIRLY, EFFICIENTLY AND EFFECTIVELY
• Exercise the Department’s legal authority fairly, effectively and strategically
• Improve the operational and clinical performance of health plans
• Monitor and protect system financial solvency
• Communicate Department actions, decisions and opinions timely and transparently

GOAL 4: FOSTER A CULTURE OF EXCELLENCE THROUGHOUT THE ORGANIZATION
• Develop, recognize, and retain talent, effort and leadership
• Apply the Department’s core values daily
• Share knowledge and information
• Use all resources effectively efficiently, and securely
• Assure the organization can respond effectively and timely to unexpected events